

Skills ID & Analysis



WORK  **Source**
Whatcom

Table of Contents

3.....	My Skills
4.....	Self-Management Skills
5.....	Self-Management Skills Checklist
6.....	Self-Management Skills Demonstration Sheet
7.....	Transferable Skills
9.....	Transferable Skills Demonstration Sheet
10.....	Job Skills
11.....	Job Skills Checklist
17.....	Job Skills Demonstration Sheet
18.....	The One-Minute Commercial
19.....	Your One-Minute Commercial
20.....	Power/Action Words
21.....	Resources for Skills Identification
22.....	Workforce Skill Standards
23.....	Foundation Skills

On the next page, list all the skills you believe you possess.

My Skills

[illegible]

Self-Management Skills

Self-management skills, also referred to as adaptive skills or work values, talk about the *style* in which you perform your work. They describe *how* you do what you do and if your nature and a specific type of work are compatible. Self-management skills tell an employer about your work ethic, your attitudes toward work and your interpersonal abilities. Employers know they can help develop many of the job-related skills needed to perform the work after a new employee is hired. As a result, when employers make hiring decisions, they place a lot of importance in the review of your self-management skills. Identifying and expressing skills will demonstrate to a potential employer your ability to:

- ◆ Perform or produce quality work
- ◆ Respond to challenging situations
- ◆ Adapt to changing work roles and environments
- ◆ Maintain loyalty toward the company
- ◆ Respond to the emotional demands of the work

Self-Management Skills Checklist Instructions:

The next page identifies a variety of self-management skills.

Put a check mark next to each skill you believe you have used on a regular basis either at work or in your personal life. Work quickly – if your pencil hovers for more than a couple of seconds pass over that skill and continue with the rest of the list.

Go through the checklist a second time, putting another check mark next to each skill you believe will be important in your next job. (This doesn't mean you need to know right now where that next job will be.)

Review the list again and quickly underline or circle those skills with two (2) check marks next to them. Pick your top ten (10) and write them in the left-hand column of the **Self-Management Skills Demonstration Sheet (page 6.)**

On the Self-Management Skills Demonstration Sheet, next to each skill listed, write a brief example describing when and how you used that skill. Be specific. This example statement verifies you possess this skill. You will be able to refer to the Self-Management Skills Demonstration Sheet when completing applications, resumes and preparing for interviews.

Self-Management Skills Checklist

Academic	Creative	Hard-worker	Organized	Sharp-witted
Accurate	Critical	Healthy	Original	Shrewd
Active	Curious	Helpful	Outgoing	Sincere
Achievement oriented	Daring	High energy	Outstanding	Sociable
Adaptable	Decisive	Honest	Painstaking	Sophisticated
Adept	Dedicated	Humanistic	Patient	Spontaneous
Adventurous	Deliberate	Humorous	Peaceable	Spunky
Aggressive	Democratic	Idealistic	Penetrating	Stable
Alert	Dependable	Imaginative	Perceptive	Steady
Ambitious	Detailed	Impulsive	Perfectionist	Strong
Analytical	Determined	Independent	Persevering	Successful
Appreciative	Dignified	Industrious	Persistent	Supportive
Articulate	Diligent	Informal	Philosophical	Sympathetic
Artistic	Diplomatic	Ingenious	Pioneering	Tactful
Assertive	Disciplined	Innovative	Planner	Take initiative
Astute	Dominant	Inquisitive	Pleasant	Teachable
Attentive	Driving	Insightful	Poised	Team worker
Authentic	Dynamic	Inspiring	Polite	Tenacious
Authoritative	Eager	Integrity	Positive	Think quickly
Aware	Easy going	Intellectual	Practical	Thoughtful
Bold	Economical	Intelligent	Precise	Thorough
Broadminded	Eccentric	Intuitive	Pride	Thrifty
Businesslike	Effective	Inventive	Problem solver	Tidy
Calm	Emphatic	Kind	Productive	Tolerant
Candid	Energetic	Knowledgeable	Proud	Tough
Capable	Enterprising	Leader	Prudent	Trusting
Careful	Enthusiastic	Learn quickly	Punctual	Trustworthy
Cautious	Exacting	Light-hearted	Purposeful	Unassuming
Cheerful	Exceptional	Likable	Quick	Uncommon
Clear-thinking	Experience	Logical	Quiet	Understanding
Clever	Expert	Loyal	Rational	Unexcitable
Composed	Expressive	Mature	Realistic	Uninhibited
Competent	Extravagant	Meets deadlines	Reasonable	Unique
Competitive	Exhibitionistic	Methodical	Reflective	Unusual
Communicative	Fair-minded	Meticulous	Relaxed	Verbal
Concerned	Far-sighted	Mild-mannered	Reliable	Versatile
Confident	Firm	Moderate	Reserved	Vigorous
Conforming	Flexible	Modest	Responsive	Visionary
Conscientious	Focused	Motivated	Resourceful	Warm
Conservative	Forgiving	Natural	Respectable	Well-organized
Considerate	Formal	Neat	Responsible	Wholesome
Consistent	Frank	Negotiator	Risk taking	Willing to learn
Constructive	Friendly	Objective	Robust	Wise
Conventional	Gentle	Obliging	Sense of humor	Witty
Cool	Generous	Open-minded	Sensible	
Cooperative	Gets-along	Opportunistic	Sensitive	
Courageous	Good-natured	Optimistic	Sentimental	
	Gracious	Orderly	Serious	

SKILLS DEMONSTRATION

Self-Management Skills:

Example:

1. *Accurate*

*Posted payments and balanced account check
register monthly with 100% accuracy*

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

Transferable Skills

Transferable skills, like job related skills, are categorized around Information, People, Things and Ideas. However, transferable skills are not specific to a particular occupation or field of work. Most adults have developed more than 500 specific skills that easily apply to a variety of different jobs and are not specific to any particular occupation or industry. Virtually every employer desires transferable skills. Identifying and developing your ability to discuss your skills will create the opportunity for you to consider a variety of occupations you may not have considered before. Once you have researched an employer, you will be able to refer to your Transferable Skill Examples to demonstrate to an employer how your background might specifically apply to that field of work.

You will be identifying your transferable skills through the use of the computer program, Choices CT. Choices CT can help you do a variety of things but during this workshop you will be using the program to identify your transferable skills, obtain a list of those skills as well as a list of occupations that use that skill. After you complete your exercise on the computer, you will transfer ten (10) of those skills you think you might use on your next job to the Transferable Skills Demonstration sheet and write a brief example describing your use of that skill. The guide below will help you use the program for this exercise and any other time you choose to use the computers in the Resource Room.

Choices CT

The Choices CT software program will help you identify the skills you have learned in one job or occupation that will transfer to another job or occupation. In this way, you will have more choices when exploring occupations or looking for job openings for which you qualify.

Getting Started:

From the Desktop: Point the cursor to the “**Choices CT**” icon and double click with the left mouse button.

First screen: The opening screen lists the parts of Choices CT that help people make career and occupational choices. Click on the “**Skills Checklist**” option.

Second screen: Read the description and instructions. Click on the words “**Start the Checklist**” when you are ready to move on.

Third screen: This screen displays the description of the first of 28 skill clusters you will be reading about. If you feel you have these skills, click on the “**Yes**” button. If you don’t feel you have these skills, click on “**No.**”

Each screen in the Transferable Work Content Skills Checklist has the following features:

- ✓ A **scroll bar** (wide gray line with arrows at each end and a movable box in the middle) that allows you to view the entire description of the skill cluster.
- ✓ “**Yes**” and “**No**” buttons for you to indicate whether you feel you have the skills described.
- ✓ A “**Review**” button that allows you to look back at the skills you chose as “**Yes**.”
- ✓ An “**Exit**” button that allows you to leave the program.
- ✓ A “**Left-pointing Arrow**” that allows you to return to the previous page.
- ✓ An indicator that tells you how many more skill clusters you have left to review.
- ✓ If you choose “**Yes**” a new screen will appear that lists all the skills in the cluster. Your task is to click in the box next to the skill(s) that you have. Remember to use the scroll bar to view the entire list of skills. Click on the word “**Continue**” when you’ve read the whole list and are ready to move on.
- ✓ After you have viewed all the skill clusters and chosen the skills you have, a screen with “**Related Occupations**” will appear. Click on the phrase “**The work content skills you have selected.**”
- ✓ As you complete the rest of the Choices CT screens, be sure to carefully read the instructions at the top of each screen. They will tell you what you can do on that screen.
- ✓ **Print your list of Transferable Skills.** You can also save your work to a disk.

Transferable Skills Checklist Instructions:

Put a check mark next to each skill you used on a regular basis at work (or home or volunteer.) Work quickly – if your pencil hovers for more than a couple of seconds pass over that skill and continue with the rest of the list.

Go through the checklist a second time, putting another check mark next to each skill you believe will be important on your next job. (This doesn’t mean you need to know right now where that next job will be.)

Review the list again and quickly underline or circle those skills with two (2) check marks next to them. Pick your top ten (10) and write them in the left-hand column of the **Transferable Skills Demonstration Sheet (page 16.)**

On the Transferable Skills Demonstration Sheet, next to each skill listed, write a brief example describing when and how you used that skill. Be specific. This example statement verifies you possess this skill. You will be able to refer to the Transferable Skills Demonstration Sheet when completing applications, resumes and preparing for interviews.

SKILLS DEMONSTRATION

Transferable Skills:

Example:

1. Follow written directions

Followed written production orders to determine machine specification settings for producing boxes

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

Job Skills

Job skills are specific to a particular occupation or field of work and are generally not transferable to another occupation. These skills are gained through paid or volunteer work experience, on-the-job training or technical classes that are relevant to performing a particular job. Employers seek information about job skills to determine if you have performed the technical aspects of the job. These skills fall into four (4) general categories: **Things, People, Information and Ideas**. When identifying job specific skills, it is necessary to perform an inventory and analysis of your education and past jobs. A job analysis is an excellent tool for identifying transferable skills as well. Relating your job duties or school subjects to the categories mentioned above will allow you to develop skill words that reflect your technical abilities.

Job Skills Checklist Instructions:

The following list identifies job-related skills categorized by **general** occupations. The list provides a **starting point** for deciding the skills you will display on your resume, application and verbalize during the interview process.

Put a check mark next to each skill you used on a regular basis at work. Work quickly – if your pencil hovers for more than a couple of seconds pass over that skill and continue with the rest of the list.

Go through the checklist a second time, putting another check mark next to each skill you believe will be important on your next job. (This doesn't mean you need to know right now where that next job will be.)

Review the list again and quickly underline or circle those skills with two (2) check marks next to them. Pick your top ten (10) and write them in the left-hand column of the **Job Skills Demonstration Sheet (page 17.)**

On the Job Skills Demonstration Sheet, next to each skill listed, write a brief example describing when and how you used that skill. Be specific. This example statement verifies you possess this skill. You will be able to refer to the Job Skills Demonstration Sheet when completing applications, resumes and preparing for interviews.

Job Skills Checklist

ACCOUNTING/ BOOKKEEPING

10-Key By Touch
Accounts Payable
Accounts Receivable
Auditing
Automated Conversion
Balance Sheets
Bank Deposits
Bank Drafts
Benefits Implementation
Budgets & Forecasting
Cash Accountability
Cash Disbursements
Cash Management
City, State & Federal Taxes
Confidentiality
Contract Administration
Corporate Bank Accounts
DAC Easy
Depreciation Reports
EEO Guideline Knowledge
Excel
Expense Allocations
Expense Journals
Financial Statements
Fixed Asset Reports
General Ledger
Gross Margin Analysis
Insurance Records
Interest Calculations
Internal Finance Controls
Inventory Finance Controls
Inventory Tracking
Invoice Verification
Job Costing
Loan Applications
Lotus 1-2-3
Manual/Automated Billing
MS Money
MYOB
Negotiate Payments
One Write
Payroll Prep & Taxes
Peachtree
Performance Evaluations
Petty Cash
Portfolio Management
Problem Solving
Profit Sharing Records

Purchase Orders
Quarterly Reports
QuatroPro
Quick Books
Quick Pay
Quicken
Sales Journals
Subsidiary Journals
Supervision
Supply Budgeting
Tenant Accounts
Time Card Tracking
Trial Balance
Trust Accounts
Union Negotiation
Vendor Contact

ADMINISTRATIVE

Account Verification
AmiPro
Appointment Scheduling
Bulk Mail Distribution
Catalogs
Computer Operation
Contract Administration
Copy/Duplication
Correspondence
Customer Service
Data Entry
DBase
Departmental Liaison
Editing
EEO Knowledge
Employee Orientations
Executive Staff Support
File Maintenance
File/Records Control
Form Letters/Mail Merge
Front Office
IBM Compatibles
Insurance Records
Internet
Macintosh Systems
Mail Distribution
Mailing Lists
Meeting Coordination
Message Taking
Minute Taking
MS Access
MS DOS

MS Exchange
MS Outlook
MS Power Point
MS Publisher
MS Word
Multi-line Phones
Newsletters
Office Management
Order Administration
PageMaker
Petty Cash Control
Phrasemaker
Pricing Lists
Problem Resolution
Project Management
Proofreading
Quark
Reception
Report/Proposal Preparation
Shorthand
Spreadsheets
Supervision
Supply Purchasing
Transcription/Dictaphone
Typing _____ WPM
Word Perfect
Word-processing
WordStar
Work Delegation

BEAUTICIAN

Appointment Scheduling
Body Waves
Cosmetic Consulting
Customer Service
Cut/Style
Facials
Hair Coloring
Hair Lightening
Manicures
Money Handling
Order Supplies
Pedicures
Permanents
Product Sales
Reception
Record Keeping
Scalp Treatment
Shampoo
Vendor Contact

**CASHIER/SALES/
CUSTOMER SERVICE**

Administration
Application Approval
Appointment Scheduling
Approval of Checks/Charges
Authorization to Keys/ Safes
Balance Tills
Bank Deposits
Benefits Administration
Building Security
Bulk Orders
Cash Accountability
Catalog / Product Demonstration
Cold Calling
Contract Negotiation
Coordination with
Manufacturers/Vendors
Corporate Accounts
Corporate Marketing
Credit Approval
Crew Supervision
Cross-Training Coordinator
Displays
Employee Orientation
Employee Scheduling
Expediting Orders
Floor Set-up
Front Counter Sales
High Closing Ratio
Hiring & Supervision
Implementation of Emergency
Procedures
Inventory Control
Invoice Verification
Key Account Management
Lead Trainer
Manual/Computerized System
Market Analysis & Trends
Multi-Line Phones
Opening/Closing
Order Follow-up
Order Processing
Performance Evaluations
Posting of Cash Receipts
Pricing
Product Promotion
Purchase Order
Purchasing/Ordering
Receiving/Warehouse

Repeat Sales & Referrals
Safe Drops
Salary Recommendations
Sales Presentations
Set Credit Limits
Set-up of Equipment &
Inventory
Shift Management
Shift Scheduling & Tracking
Stock Rotation
Stocking
Telemarketing
Territory Development
Theft Control
Vendor Contact
Workflow Delegation

**COMPUTER PROGRAMS/
EQUIPMENT**

AmiPro
AsEasyAs
Assembler
C/C ++
COBAL
Columns
DacEasy
Daisy Wheel Printers
DBase
Dot Matrix Printers
Editing/Revision
Excel
Footnotes
Formatting
Fortran
Fox Pro
Frame Maker
Graphics/Clip Art
IBM Compatibles
Internet
Lap Top Computers
Laser Printers
Lotus 1-2-3
Macintosh
Macros
Mail Merge
Mailing Lists
Mainframe Systems
Microcomputers
Mini-Computers
Modems

MS DOS
MS Money
MS Publisher
MS Word
MS Works
MYOB
NetWare
Network Servers
Oracle
OS2
Page Numbering
PageMaker
Paradox
Peachtree
Plotters
Quark
QuatroPro
Quick Books
Quick Pay
Quicken
Rbase
Scanners
Spell Check
Split Windows
Sybase
Tape Back-up Systems
UNIX
Ventura
Visual Basic
Windows
Windows NT
WordPerfect
WordStar
Zip Drives

CONSTRUCTION

Bids/Estimates
Blueprint Reading
Brick Laying
Budgeting
Building Plans
Cabinets
Commercial
Computer Skills
Concrete Tilt-Up/Finishing
Contract Deadlines
Contract Negotiation
Coordination of Contractors
Crew Foreman
Curb/Asphalt Repair

Daily Work Delegation
 Decks/Patios
 Electrical/Lighting
 Employee Hiring/Termination
 Employee Training
 Excavation
 Finish Work
 Flooring
 Form Setting
 General Labor
 Hand Power Tools
 Heating/Ventilation
 Heavy Equipment Operation
 Hod Carrier
 Industrial Foundations
 Interior/Exterior
 Interior/Exterior Painting
 Interviewing
 Math Skills
 On-Site Inspections
 Permit Application
 Pipe Laying
 Plaster/Mud
 Plumbing
 Project Management
 Residential
 Roofing & Repairs
 Safety Regulations
 Sheet Rock
 Site Clean-up/Maintenance
 Site Lead
 Spackling/Plaster
 Stairs
 Truck Driving
 Underground Utilities
 Vinyl Siding Application
 Windows & Doors
 Wood Framing

COUNSELING

Computer Knowledge
 Crisis Work
 Directing Procedures
 Formulating New Ideas
 Group Counseling
 Individual Counseling
 Inter-Agency Work
 Interviewing
 Money Handling
 Public Relations

Public Speaking
 Record Keeping
 Report Writing
 Research
 Scheduling
 Teaching (Adults/Children)
 Writing Programs

DAY CARE

Arts & Crafts
 Changing Diapers
 Counseling
 Daily Living Activities
 Develop Good Habits
 Discipline
 Field Trips
 Food Preparation
 Hygiene
 Mediation
 Monitor Progress
 Planning/Organizing
 Playground Games
 Reading
 Room Maintenance
 Safety
 Singing
 Socialization
 Supervision
 Teaching

DECKHAND/FISHING

Block/Tackle
 Booms
 Buoys
 Cables
 Fasten Stringers
 Gaff
 Haul in Fish
 Hoists
 Hooks
 Load Equipment
 Load Supplies
 Measure Catch
 Minor Engine Repairs
 Nets
 Operate Skiffs
 Place Net
 Pull/Guide Nets
 Remove Fish from Nets/Hooks
 Repair Nets

Rig/Lower Dredge
 Row Boats, Dinghies
 Secure/Remove Docking Lines
 Slings
 Sort/Clean Marine Life
 Stand Watch
 Stow Catch
 Supervision
 Transport
 Wash Decks/Conveyors
 Wash Equipment

FORESTRY/LOGGING

Appraise Trees
 Ax
 Camp Sites
 Chain Saw
 Chock Setter
 Clear Brush
 Cut Diseased/Weak Trees
 Engine/Hand Pumps
 Fire Breaks
 Fire Patrol
 Fire Trails
 Handsaw
 Jack
 Load Trucks
 Mattock
 Maul
 Plant Tree Seedlings
 Posthole Digger
 Power Saw
 Prune Trees
 Pruning Tools
 Puller
 Replenish Firewood
 Secure Cables
 Set Stakes
 Shovel
 Split Logs
 Spray Herbicides
 Suppress Forest Fires
 Survey
 Tag Trees
 Tamper
 Trim Limbs
 Wedge
 Winch

GARDENING/ HORTICULTURE

Customer Service
Farm Labor
Farming
Flower Gardening
Grafting
Greenhouse Work
Horticulture Knowledge
Landscaping
Lawn Care
Money Handling
Pruning Trees
Sales
Surveying
Transplanting Trees
Transporting Trees
Tree Trimming
Vegetable Gardening

HOMEMAKER

Answer Telephone
Assign/Schedule Chores
Assist with Homework
Change Linens/Make Beds
Clean
Counsel
Decorating
Encourage Good Study Habits
Equipment Operation
Feed/Care for Pets
Hand Wash Items
Maintain Budget
Maintain Discipline
Mend and Iron Clothing
Money Management
Oversee Household Activities
Plan Meals
Prepare/Serve Nutritious Meals
Provide Encouragement
Purchase Household Items
Record Keeping
Sewing
Take Messages
Teach Children
Volunteer
Wash
Dishes/Silverware/Pots/Pans
Wash/Dry Clothes

INSIDE/OUTSIDE SALES

Add-On Sales
Appointment Scheduling
Bidding/Estimating
Cold Calling
Competitive Knowledge
Computer Knowledge
Contract Administration
Contract Negotiation
Create Flyers/Brochures
Creativity
Credit Checks
Customer Service
Customer Training
Departmental Coordination
Group Presentations
High Closing Ratio
Invoice Verification
Key Account Management
Knowledge of Shipping
Lead Follow-Up
Materials Calculation
Materials Verification
Math Skills
Networking
Order Follow-Up
Order Processing
Parts Requisition
Price Quoting
Problem Solving
Product Demonstrations
Production Planning/Scheduling
Profit Margin Analysis
Project Management
Proposal Development/Submittal
Public Speaking
Purchase Orders
Quality Control
Records Control
Research and Development
Sales Presentations
Set/Meet/Exceed Quotas
Telemarketing
Territory Development

JANITOR/CLEANER

Apply Wax to Floors
Clean Rooms, Baths, Labs,
Offices, Hallways, etc.
Deliver Items to Rooms

Disinfect/Sterilize Rooms
Distribute Laundry
Dust
Hang Drapes
Keep Utility/Storage Areas
Clean
Make Beds
Mop
Move Furniture
Operate Stripper/Buffer
Polish Metalwork
Proper Chemical Usage
Replace Soiled Items
Replenish Supplies
Roll Carpets
Sort, Count, Fold, Carry Linen
Sweep Floors
Turn Mattresses

MANAGEMENT

Advertising
Assign Work
Bank Deposits
Benefits
Bookkeeping
Computer Knowledge
Cross-Training
Customer Service Programs
EEO Knowledge
Employee Orientation
Employee Relations
Employee Training
Evaluations
Expense Controls
Hiring/Firing
Interviewing
Inventory Control
Maintenance Control
Merchandising
Ordering
P&L Statements
Payroll
Public Relations
Schedule Work Load
Supervision
Mediation

MECHANICAL

Body Work (Bondo)
Calipers

Carburetors
 Crankshafts
 Cylinder Blocks
 Differential
 Distributors
 Drill Press
 Electrical Wiring
 Engine
 Estimates
 Front End Alignment
 Generators
 Hand/Power Tools
 Hydraulic Jacks/Hoist
 Ignition Systems
 Install/Repair Accessories
 Lathe
 Micrometers
 Oil Change
 Parts Replacement
 Piston, Rods, Gears, Valves and Bearings
 Pneumatic Tools
 Reline/Adjust Brakes
 Replace/Adjust Headlights
 Safety
 Sander
 Shaper
 Shock Absorbers
 Solder Radiators
 Spark Plugs
 Starters
 Thickness Gauges
 Timing Belt
 Transmission
 Tune-ups
 Welding Equipment
 Windshield Wipers

MEDICAL/NURSING

Administer Medications
 Appointment Scheduling
 Autoclave
 Blood Tests
 Charting
 Dietary Instruction
 EEG/EKG
 Injections
 Insurance Forms
 Lab Testing
 Medical Terminology

Observe/Monitor Progress
 Patient Surveys
 Patients Records
 Sterilization of Tools
 Supply Maintenance
 Surgery Assistance
 Ultrasound
 Veni-puncture
 Vital Signs
 X-Rays

NURSE AID (CNA)

Adjust Lights
 Answer Phones
 Answer Signal Lights/Bells
 Assist Nursing Staff
 Assist Patient to Walk
 Assist with DLA's
 Bathe, Dress & Undress Patients
 Change Bed Linens
 Direct Visitors
 Drape Patient for Exams
 Dust/Clean Patient Rooms
 Feed Patients
 Hold Instruments
 Record Fluid/Food Intake
 Run Errands
 Serve/Collect Food Trays
 Sterilize/Prepare Treatment Trays
 Take/Record Blood Pressure
 Take/Record Pulse
 Take/Record Respiration Rate
 Take/Record Temperature
 Transport Patients
 Turn/Reposition Patients

PRODUCTION/ASSEMBLY

Apply Preservative
 Assemble Items
 Clean Containers
 Containerize Product
 Count
 Die Design/Cutting
 Examine Products
 Forklift
 Hand/Eye Coordination
 Hoists
 Inspect Materials
 Label Containers

Line/Pad Crates
 Measure Containers
 Minor Machine Repair
 Nail/ Glue Containers
 Operate Conveyor Belt
 Operate Machinery
 Pack Products
 Pallet Jacks
 Record Information
 Record Inspections
 Safety
 Separate
 Sort Bundles/Containers
 Sort Product
 Stack
 Supervision
 Tooling Set-Up
 Use Measuring Equipment
 Vacuum Sealers
 Weigh Containers
 Weigh Product
 Wrap
 Wrap Protective Material

RESTAURANT/FOOD

Advertising
 Balance Tills
 Bank Deposits/Safe Drops
 Benefit Administration
 Bookkeeping
 Budgeting
 Cash Accountability
 Contract Administration
 Coordination
 Cost Control
 Cross-Training
 Customer Service Programs
 Displays/Promotions
 Employee Training
 Health Card
 Health Inspection Requirements
 Interviewing/Reference Checks
 Inventory Control
 Invoice Verification
 Manual/Computerized System
 Marketing/Sales Analysis
 Multi-Line Phones
 Order Processing
 Organization
 Payroll

Performance Evaluations
POS Systems
Posting of Daily Receipts
Price Negotiation
Problem Solving
Purchasing
Quality Control
Reservation Taking
Safety
Salary Reviews
Seating/Service Coordination
Security Procedures
Staff/Work Delegation
Theft Control
Time Card Control
Time Management
Vendor Contact
Work Prioritization

SHIPPING/RECEIVING/ WAREHOUSE

Billing
Bills of Lading
Computer Operation
Customer Billing
Delivery
Departmental Coordination
Distribute Items
Document Control
Forklift
Freight Forwarding
Freight Pricing
Invoice Verification
Mark Materials
Packaging
Pallet Jacks
Parts Processing
Parts Requisition
Pneumatic Ladders
Postal Requirements
Product Inspection
Quality Control
Shipping Requirements
Stocking
Track/Schedule Shipments
UPS

TEACHING

Assign Homework
Coaching
Decorating/Arranging Classroom
Directing Procedures
Discipline
Group Supervision
Group/Individual Counseling
Lesson Plans
Mentor
Organizing Projects
Public Speaking
Record Keeping
Relating to Parents/Community
Scheduling
Special Education
Specialized Subject Knowledge
Writing & Grading Tests

TRUCK DRIVING

Computer Knowledge
Customer Service
Delivery
Diesel
Doubles
Hazardous Endorsements
Hook/Unhook Trailer
Load/Unload
Long Haul
Money Handling
Pup
Record Keeping
Repair/Maintenance
Short Haul
Supervisory
Triples

SKILLS DEMONSTRATION

Job Skills:

Example:

1. *Use keyhole saw*

Made precise cuts through drywall to fit around plumbing fixtures and electrical outlets. Prevented waste of material and ensured accurate fit.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

The One-Minute Commercial

The commercial is **YOU!** The One-Minute Commercial is your opportunity to tell an employer who you are and what you have to offer in a concise, very effective manner. In it's simplest form, it is the answer to two (2) frequently asked interview questions, "Why should I hire you?" and "Tell me about yourself." It is also a very effective marketing technique, once you've identified your skills. Considering that the most effective methods for seeking work include directly contacting an employer, having a winning statement about yourself already prepared gives you the opportunity to present the employer with the best reason to hire you right from the start.

Your commercial should incorporate highlights of your qualifications. Qualification highlights are, generally, the five-(5) most important things you want an employer to know about you. If possible, your statements should be chosen based on what you know about this employer from prior research or inquiry. Whether they are accomplishments from your work history, self-management skills or in regard to your education, they will demonstrate why you are a good match for this employer.

Look at the samples for ideas. Then, write a commercial of your own. Include statements that start with "I can," "I received," "I have expertise in," etc. Practice it, re-write it if you want to refine it and then practice it again. The more you practice (in the mirror, with family or friends, or in the car) the more comfortable you will be and the more natural you will sound when talking with an employer. Practice, practice, practice!!!

One Minute Commercials

My name is Linda Bailey. I'm seeking a position as a bank teller. I have 2 years experience as a teller in addition to more than 3 years working in customer service and handling cash transactions. I have a pleasant personality and get along well with customers, co-workers and superiors. I'm a dedicated, efficient, team player. I enjoy serving people and perform my work with courtesy. I am an excellent problem solver, very accurate, work easily with large numbers and can operate a 10 key by touch. I received an employee recognition award for outstanding attendance and for maintaining a daily reconciliation of a 100% error free cash drawer.

Good afternoon, my name is Jerry Smith. I am seeking a position as a forklift operator in a warehouse environment. I have been operating forklifts as part of my regular job duties for the last 8 years. I have actively participated in and successfully completed a safety course for forklift operators and have been certified as a safety instructor. I can maneuver large equipment safely and effectively in tight spaces and have never had an accident. I am proficient in warehouse cataloging methods, packaging requirements and standard weight requirements when palletizing boxes and other materials. I have the ability to properly and accurately complete and maintain shipping/ receiving records and other standard warehouse documentation.

Hello, my name is Gloria Winters. I'm seeking a position in the retail field. I have over 3 years experience as a salesperson, and 2 years experience as an assistant manager. I have strong math skills, have used both manual and computerized cashiering systems and have dealt with up to 75 customers daily, providing prompt and courteous service. As an assistant manager I was authorized to carry all keys, open and close the facility and had access to safes and personnel records. I also trained employees in cashiering, customer service, and inventory procedures. I received an "Employee of the Year" award from Fashion Trends for developing a new procedure for theft control which reduced losses by 15%. I am able to handle challenges and my former employers will verify that I work well independently or as a team member.

[illegible]

POWER/ACTION WORDS

Administered	Designed	Maintained	Reduced
Advised	Determined	Managed	Referred
Analyzed	Developed	Met with	Represented
Arranged	Directed	Motivated	Researched
Assembled	Dispatched	Negotiated	Responsibility
Assumed	Distributed	Operated	Reviewed
Billed	Documented	Orchestrated	Saved
Built	Edited	Ordered	Screened
Carried out	Established	Organized	Served as
Channeled	Expanded	Oversaw	Served on
Collected	Functioned as	Performed	Sold
Communicated	Gathered	Planned	Suggested
Compiled	Handled	Prepared	Supervised
Completed	Hired	Presented	Taught
Conducted	Implemented	Produced	Tested
Contacted	Improved	Programmed	Trained
Contracted	Inspected	Published	Typed
Coordinated	Interviewed	Purchased	Wrote
Counseled	Introduced	Recommended	
Created	Invented	Recorded	

Resources for Skills Identification and Career Assessment:

Books

Discover What You're Best At

Test Your Own Job Aptitude: Exploring Your Career Potential

Careers, Aptitude and Selection Tests

Career Tests: 25 Revealing Self-tests to Help You Find and Succeed at the Perfect Career

Building Your Career: A Guide to Your Future

Creating Your Skills Portfolio: Show Your Accomplishments (Fifty-Minute Series)

The Employment Portfolio: Identifying Skills, Training, Accomplishments and References for the Job Seeker

Job Skills for the 21st Century: A Guide for Students

What Color is Your Parachute?

Internet Sites

www.wa.gov/careerguide

www.careercity.com

www.adm.uwaterloo.ca/infocecs/CRC/manual-home.html

www.damngood.com

Workshops

Skills ID and Analysis

Other Resources

Attached Workforce Skill Standards

Job Search Support Club

Job Service Center

WORK*Source* Center

Workforce Skill Standards

RESOURCES

- ❑ **Time**
 - articulates the organizations expectations for attendance and punctuality and adheres to them.
- ❑ **Money**
 - uses or prepares budgets.
- ❑ **Materials & Facilities**
 - acquires, stores and distributes materials, supplies, parts, equipment, space or final products efficiently.
- ❑ **Human Resources**
 - distributes work, evaluates performance and provides feedback.

INTERPERSONAL SKILLS

- ❑ **Participates as a Team Member**
 - works cooperatively with others;
 - contributes to group with ideas and suggestions;
 - encourages and motivates an individual or group;
 - demonstrates speaking, listening, writing, and interacting skills sufficient to participate as an effective team member;
 - communicates thoughts, feelings and ideas to justify a position.
- ❑ **Teaches Others**
 - effectively organizes and presents information to teach others.
- ❑ **Serves Customers/Clients**
 - works and communicates with clients and customers to satisfy their expectations;
 - presents self in a positive manner.
- ❑ **Exercises Leadership**
 - encourages, negotiates, and motivates an individual or group;
 - responsibly challenges existing procedures, policies or authority.
- ❑ **Negotiates to Arrive at a Decision**
 - works cooperatively with others to arrive at a decision;
 - communicates thoughts, feelings and ideas to justify a position.
- ❑ **Works With Cultural Diversity**
 - works well with men and women and with a variety of ethnic, social, or educational backgrounds.

SYSTEMS

- ❑ **Understands Systems**
 - organizes, processes and maintains written or computerized records and other forms of information to better function within the system;
 - articulates expectation for functioning within the social/organizational systems;
 - identifies employer expectations and acceptable work behaviors and their effects.

- ❑ **Monitors and Corrects Performance**
 - distinguishes trends;
 - predicts impact of actions on system operations;
 - analyzes problems within the system/organization and takes necessary action to correct performance.
- ❑ **Improves and Designs Systems**
 - makes suggestions to modify existing systems to improve products or services;
 - develops new or alternative systems.

INFORMATION

- ❑ **Acquires and Evaluates Information**
 - identifies employer expectations and acceptable work behaviors;
 - acquires community resources to achieve personal needs;
 - identifies employer expectations for safe, efficient and productive use of equipment.
- ❑ **Organizes and Maintains Information**
 - organizes, processes, and maintains written or computerized records and other forms of information in a systematic fashion.
- ❑ **Interprets and Communicates Information**
 - selects and analyzes information to make decisions and/or to use forms and/or documents;
 - communicates thoughts, feelings and ideas to justify a position;
 - Selects and analyzes information and communicates the results to others;
 - effectively interprets and presents information during interviews and while teaching others.
- ❑ **Uses Computers to Process Information**
 - employs computers to analyze and communicate information;
 - organizes, processes and maintains computerized records and other forms of information;
 - selects and analyzes information and communicates the results to others using computers.

TECHNOLOGY AND TOOLS

- ❑ **Selects Technology**
 - understands various technologies to select which set of procedures, tools and/or machines produce desired results.
- ❑ **Applies Technology to Task**
 - selects and analyzes information and communicates the results to others;
 - selects and applies the most effective technologies to accomplish a task.
- ❑ **Maintains & Troubleshoots Technology**
 - prevents, identifies, and solves problems related to maintaining and troubleshooting technology.

Foundation Skills

BASIC SKILLS

- ❑ **Reading**
 - ✓ *locates and interprets technical vocabulary, and key messages from written information in prose and documents.*
- ❑ **Writing**
 - ✓ *communicates thoughts and key information in writing; records information completely and accurately.*
- ❑ **Arithmetic**
 - ✓ *performs basic computation and makes estimates without a calculator; uses basic numerical concepts--including whole numbers, percentages, charts, etc. to display information.*
- ❑ **Mathematics**
 - ✓ *approaches practical problems using mathematical techniques; expresses mathematical concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.*
- ❑ **Listening**
 - ✓ *receives, interprets, and responds appropriately to verbal messages and other clues such as body language; for example, to comprehend, to learn, to critically evaluate, to appreciate, or to support the speaker.*
- ❑ **Speaking**
 - ✓ *organizes ideas and speaks clearly; communicates appropriate to listeners and situations; participates in conversations, discussion and group presentation; asks questions when needed.*

THINKING SKILLS

- ❑ **Creative Thinking**
 - ✓ *uses imagination freely; combines ideas or information in new ways, makes connection between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.*
- ❑ **Decision Making**
 - ✓ *specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.*
- ❑ **Problem Solving**
 - ✓ *recognizes that a problem exists (that there is a discrepancy between what is and what should or could be); identifies possible causes; creates, implements, and revises plan.*
- ❑ **Seeing Things in the Mind's Eye**
 - ✓ *organizes and processes symbols, pictures, graphs, objects or other information; for example, sees a building from a blueprint or the taste of food from reading a recipe.*

- ❑ **Knowing How to Learn**
 - ✓ *recognizes and applies new knowledge and skills in both familiar and changing situations and is aware of learning tools (i.e. learning styles), formal learning strategies (i.e. note taking), and informal learning strategies (i.e. awareness of unidentified false assumptions that may lead to faulty conclusions.)*
- ❑ **Reasoning**
 - ✓ *discovers a rule or principle underlying the relationship between two or more objects; uses logic to draw conclusions.*

PERSONAL QUALITIES

- ❑ **Responsibility**
 - ✓ *exerts a high level of effort and perseverance toward goal attainment; works hard to become excellent at doing tasks even when assigned an unpleasant task.*
- ❑ **Self-Esteem**
 - ✓ *believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities.*
- ❑ **Social**
 - ✓ *demonstrates understanding, friendliness, adaptability, empathy and politeness in new and on-going group settings; asserts self in familiar and unfamiliar social situations.*
- ❑ **Self-Management**
 - ✓ *"self-starter"; assesses own abilities accurately and sets well- defined and realistic personal goals; monitors progress toward goals and motivates self; exhibits self-control (responds unemotionally and non-defensively.)*
- ❑ **Integrity and Honesty**
 - ✓ *can be trusted; recognizes when faced with making an honest or dishonest decision based on values; understands the pact of violating organizational beliefs and chooses an ethical course of action.*

These
Foundation Skills
and the
Workforce Skill Standards
represent the skills, attributes and
characteristics that employers in
this community
are looking for
when seeking new employees.